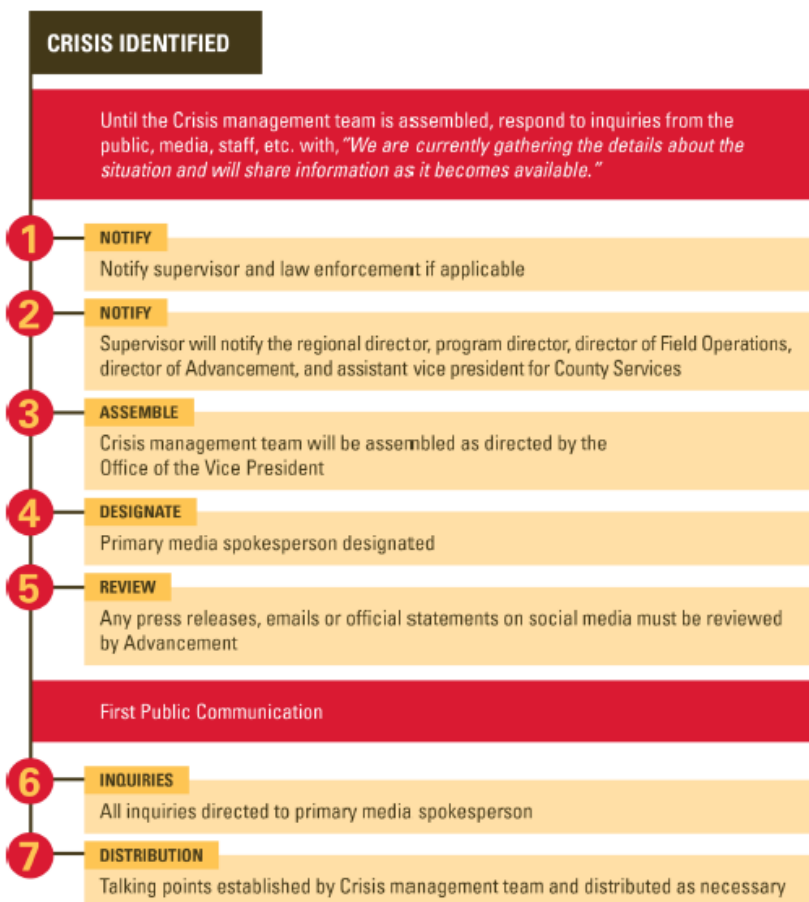


Learning Module 6: Crisis Communication

If a crisis occurs in your county in relation to extension business, the council should be prepared by regularly review the crisis communications plan with the regional director. This plan includes definitions of a crisis, action steps, how to define a crisis management team and appropriate follow ups to the situation (access the full Crisis Communications Plan on [MyExtension](#), for staff only).

Page 3 of the Crisis Communication Plan includes the essential steps in a crisis.



This institution is an equal opportunity provider. For the full non-discrimination statement or accommodation inquiries, go to www.extension.iastate.edu/diversity/ext.

Public Responses

It is important for all council members and county staff in a crisis to be prepared and review the following statement as a response to all inquiries from the public, media, staff, etc., while waiting to process your response and action steps:

"We are currently gathering the details about the situation and will share information as it becomes available."